



Case Management Associate

GateWay Scholars Institute of Education is seeking a Case Management Associate to join us. The Case Management Associate is responsible for supporting the College Counseling Team in assisting students with their school applications, communicating with students, parents, counselors and schools, and building up and growing the Gateway Counseling Team. This position requires some late hours to cover evening communication with overseas offices.

Job description

- Be responsible for all college counseling cases undertaken and provide quality service to all customers(i.e., students and parents)
- Communicate effectively with students, parents, counselors, school faculty and staff and others to fulfill the expectations of customers
- Monitor the college application process to ensure that deadlines are met
- Update parents about application progress
- Maintain good relationship with customers to support marketing and sales
- Collect customer feedback on the service provided to improve future services
- Build database and help optimize procedures to improve efficiency and service quality

Required Skills and Abilities

- Strong written and verbal communication skills both in Mandarin and English
- Great interpersonal skills and ability to handle stressful and urgent cases
- Familiarity with U.S private high schools and colleges and their admission process
- Quick learner
- Attention to details and organizational skills
- Ability to remain positive and be customer service orientated
- Ability to work independently as well as in a team
- Demonstrated ability to manage multiple projects and deliver service on time
- Flexibility and willingness to work and communicate outside normal business hours
- Passion for international education

Contact Information

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